AdvanceIP

Avanti 3000ip and Avanti 3015ip

VoIP Extensions

USER GUIDE

Telrad Connegy

Communicate better, achieve more.

PN 53-410-4000/1 Issue 1

PN 53-410-4000/1
Issue 1

AdvanceIP

Avanti 3000ip and
Avanti 3015ip sets

USER GUIDE

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Communicate better, achieve more.

Telrad Connegy, Inc.
Farmingdale, New York

NOTICE

This publication refers to Telrad Connegy's Avanti 3000ip and Avanti 3015ip sets connected to Telrad Connegy's AdvanceIP system running software Release.3.10, as of October, 2005.

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1. INTRODUCTION

ABOUT THIS GUIDE

The Avanti 3015ip and Avanti 3000ip sets are two advanced IP extensions of the AdvanceIP system, designed to combine rich telephone functionality with the advantages of the Internet protocol.

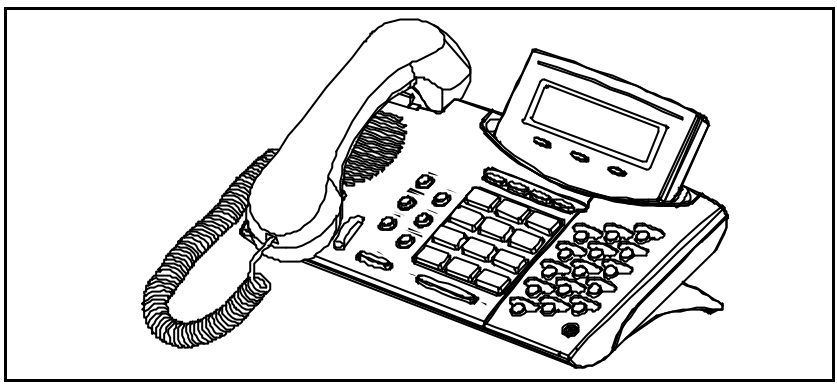

Figure 1-1 The Avanti 3015ip set

GUIDE STRUCTURE

This Guide contains four Sections:

Section	Contents
1. INTRODUCTION	Describes this Guide
2. ABOUT YOUR AVANTI IP TELEPHONE	Contains a functional description of the Avanti 3000ip and Avanti 3015ip telephone operating principles
3. OPERATING YOUR AVANTI IP TELEPHONE	Describes the operation of the Avanti IP telephones.

Section	Contents
4. CONNECTING YOUR AVANTI IP TELEPHONE	Explains how to connect and activate your Avanti IP telephone, as well as the meaning of some system messages.

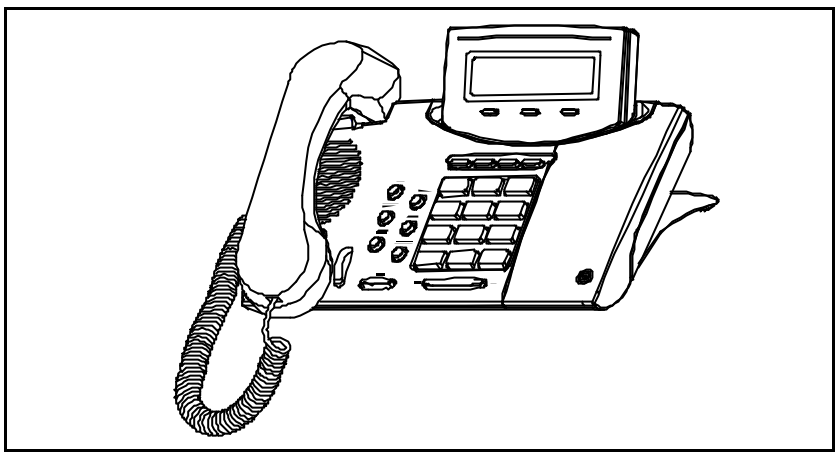

Figure 1-2 The Avanti 3000ip set

NOTATION CONVENTIONS

In this Guide, telephone set fixed buttons appear in bold type, in capital letters and within square brackets, e.g., **[HOLD]**.

Softkeys appear in bold and italicized type, in capital letters within curly brackets, e.g. **{PROG}**.

User-programmable button names appear in capital letters, e.g. SPEED DIAL, MEMORY.

2. ABOUT YOUR AVANTI IP TELEPHONE

ONHOOK DIALING

The Avanti 3015ip and Avanti 3000ip sets are capable of onhook dialing, full speakerphone and hot dialpad capability, which enables you to make a call or operate any feature by pressing the dialpad buttons. You may also receive and disconnect calls, program features and perform all operations without lifting the handset.

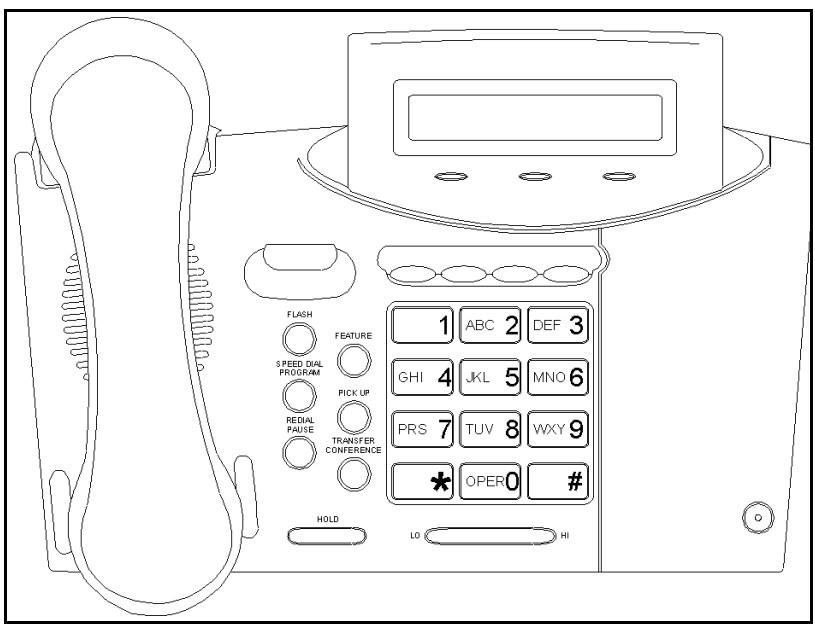

Figure 1 The Avanti 3000ip set faceplate layout

You may lift the handset or switch between handsfree and handset operation at any time.

NOTE

This guide describes the regular operation of the telephone. The configuration of your particular system and extension may introduce differences in operation. For example, some of the features and buttons

described in this guide may not be available on your telephone set. For more information, see your System Administrator.

TELEPHONE SET BUTTONS

The Avanti 3015ip has an array of programmable and fixed feature buttons (see Figure 2, below). The 3000ip has no user-programmable buttons; other than this, its functionality is identical to that of the Avanti 3015ip. Figure 1, above, shows the faceplate layout of the Avanti 3000ip set.

Both sets have three softkeys beneath the display.

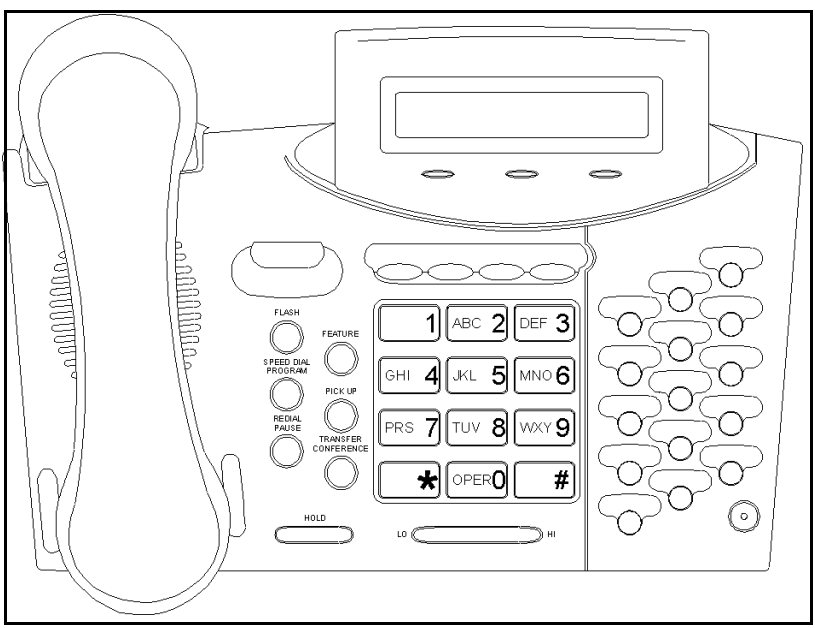

Figure 2 The Avanti 3015ip set faceplate layout

In general, red indicates non-availability (for example, a busy line); green indicates that you are using the feature or line, or that it is available to you.

SOFTKEYS

Softkeys have several functions, which change according to the state of your telephone. A softkey's function, at any particular moment, is indicated on the telephone display.

To operate a displayed function, press the corresponding softkey.

SYSTEM PROGRAMMABLE BUTTONS (AVANTI 3015IP SET ONLY)

The following buttons on your set have already been programmed to perform specific functions. The System Administrator can program these buttons to perform other functions. If the function of certain buttons does not match those appearing in the figure at the beginning of this Guide, consult your System Administrator.

USER-PROGRAMMABLE BUTTONS (AVANTI 3015IP SET ONLY)

Some of the buttons on your telephone may be user-programmable SPEED DIAL or MEMORY buttons. You may program these to access extensions, features or outside lines.

The user-programmable buttons have dual-color light indicators. The color and flash rate of the indicators show the status of the programmed line, feature or extension.

FIXED FEATURE BUTTONS

The following fixed feature buttons appear on your Avanti 3000ip and Avanti 3015ip sets:

[HOLD]
This button places a call on hold.

[FEATURE]
Press **[FEATURE]** and then dial a feature access code to activate features (see the Feature codes table at the end of this guide).

[PICK UP]
Press this button to pick up calls.

[TRANSFER/CONFERENCE]
Press this button to transfer calls and when establishing and exiting conference calls.

> ***NOTE***
> The **[TRANSFER/CONFERENCE]** button is referred to in this Guide as **[TRANSFER]** or **[CONFERENCE]**, depending on the operation being described.

[SPEED DIAL/PROGRAM]
This button is used for speed dialing and for programming various features.

[REDIAL/PAUSE]
This button lets you automatically redial the last outside number you dialed, after first accessing an outside line.

Pressing this button while dialing on an external line inserts a pause in a dialing sequence.

[LO HI]
This button adjusts the volume of the speaker, handset, headset, ringer and background music when any of these is active.

Pressing this button when the telephone is idle changes the display contrast.

[FLASH]
Depending on system programming, this button is used to disconnect or to send Flash Signal to the connected remote exchange.

[MSG]
This button is used to send messages to other extensions and to reply to messages left at your extension.

[DND]
This button activates and deactivates Do Not Disturb.

[MUTE]
This button disables and enables your telephone microphone.

[SPKR]
For handsfree operation, press **[SPKR]** instead of lifting or replacing the handset.

Whenever this guide instructs you to lift or replace the handset, you may press **[SPKR]** instead.

DN buttons . On the Avanti 3015ip, DN buttons are buttons associated with specific Directory Numbers.

The first DN button is your Primary DN button, which has the same number as your extension. The Primary DN button is used for making and receiving most of your calls.

Whenever you pick up the handset, your Primary DN button, or - if it is not available - another DN button lights green.

If no DN buttons are available on your Avanti 3015ip, no DN button lights, you do not receive dial tone, and you cannot place or answer calls.

DN buttons may be programmed in three different modes:

- **ringing mode** - the telephone rings and the DN button flashes green when a call is received.
- **flashing mode** - the DN button flashes green when a call is received, but there is no ringing.
- **delayed ringing mode** - a call rings first at another set or group of sets, for a programmed length of time, before beginning to ring at your set.

NOTE

Not all telephone sets are programmed with DN buttons. Some features operate slightly differently on a

telephone set that is not programmed with DN buttons. These differences are pointed out in this Guide for each applicable feature. Consult your System Administrator for further details about the programming of your telephone set.

Outside line buttons. One or more of the buttons on your telephone may be associated with either specific lines or outside line groups. To access a line for dialing outside the system, press an outside line button.

Floating buttons. Calls on outside lines for which no button has been defined, may be associated with a button just for the duration of the call. These buttons are called "floating" buttons.

SWITCHING FROM HANDSET TO HANDSFREE OPERATION

During a call conducted via the handset:

1. Press **[SPKR]**.
2. Replace the handset and talk via the microphone.

DISTINCTIVE RINGING

You can program telephone sets located close to each other with distinctive rings, to enable you to identify which telephone is ringing. Nine different rings are available.

To change the ring of your telephone set

1. Press **[*]** and **[#]** simultaneously.
2. Press one of the dialpad buttons (**[1] - [9]**).

When you hear the ring that you want:

3. Press **[#]**.
4. Lift and replace the handset.
   Your telephone set re-initializes and all telephone rings (internal, external, recall, etc.) sound with the distinctive ring selected.

WORKING WITH THE MICROPHONE

If you want to talk to someone in your office during a call without the connected party hearing, you can disable the handset or microphone.

TO ENABLE OR DISABLE THE MICROPHONE (MUTE)

- Press **[MUTE]** during a conversation.

NOTE

Pressing **[MUTE]** deactivates also the handset microphone.

ALLOWING OTHER PEOPLE TO HEAR YOUR CONVERSATION (SPEAKER MONITOR)

While you are speaking through the handset, the conversation can be directed through your telephone speaker, so that people in your vicinity can hear the other end of the conversation.

1. Press **[FEATURE]**.
2. Press **[SPKR]**.
   The **[SPKR]** button indicator turns on.
   Both you and the other party are heard via the speaker.

HOT DIALPAD

The hot dialpad enables you to dial and activate features with-

out lifting the handset or pressing **[SPKR]** first.

NOTE

The instructions in this guide assume that you have hot dialpad capability.

TO CHANGE THE DISPLAY LANGUAGE

You can choose one of a set of three languages for your Avanti 3000ip or Avanti 3015ip display. The actual set of languages offered changes according to the country in which you are located. Following are some examples of language sets:

Table 2-1: Avanti telephone language set examples

Country	Language set
USA, Canada, Mexico, South Africa, Spain, Germany, Checkhia, Chile	English, Spanish, French
Belgium	English, Flemish, French
Israel	Hebrew, English, French
Italy	Italian, English, French
Russia	Russian1, Russian2, English
Poland	Polish, English, German
Turkey	Turkish, English, French
United Kingdom	English, French, German

TO CHANGE YOUR TELEPHONE SET DISPLAY LANGUAGE

1. Press **[FEATURE]** and the code of the preferred language:

- **[5][5]** for the first language;

- **[5][7]** for the second language;
- **[5][8]** for the third language.

The display goes off momentarily, and comes back on in the selected language.

3. OPERATING YOUR AVANTI IP TELEPHONE

INTERNAL CALLS

To place a non-ringing call

- Dial the extension number.

To place a ringing call

1. Dial tone access code **[1]**.
2. Dial the extension number.

IF THE EXTENSION YOU CALLED IS BUSY OR DOES NOT ANSWER (CALLBACK)

When you dial an extension and hear busy tone or there is no answer, you can activate the Callback feature:

1. Press **{CLLBCK}**.

When the called extension becomes available, your telephone rings. Then:

2. Press **[SPKR]** or lift the handset.
   You hear the called extension ringing.

To cancel Callback

- Press **{CL CBK}**.

ANSWERING CALLS

When you receive a call an indicator flashes green on a telephone set that is programmed with DN buttons.

For internal calls the top line of the display shows the name of the caller and their extension number.

For external calls the display shows the trunk name and number. You usually also hear a ring, unless your set has been programmed not to ring.

NOTE

On outside line calls, AdvanceIP systems support Caller Name and Caller Identification display.

TO ANSWER A RINGING OR FLASHING CALL (AVANTI 3015IP ONLY)

- Pick up the handset
  or
- Press the button that is flashing green.
  After you answer the call the indicator of the DN or private trunk line lights steady green.

TO ANSWER AN INTERCOM CALL

To answer an intercom call coming through your telephone speaker:

- Talk through the microphone.
  If you prefer, you may lift the handset instead.

CALL WAITING

You may hear either a ring or a beep, indicating a second call, while already engaged in a conversation. You can answer the call without disconnecting the first call.

TO ANSWER A SECOND CALL (AVANTI 3015IP ONLY)

1. Press **[HOLD]**;
   The first call is put on hold. The indicator for that line flashes green.

2. Press the DN or outside line button that is flashing green; you receive the second call.

TO RETURN TO THE FIRST CALL (AVANTI 3015IP ONLY)

1. Press **[HOLD]**;
2. Press the flashing DN button.

NOTE

If your telephone does not have DN buttons, you cannot put an internal call on hold. This means that you cannot answer another arriving internal call without disconnecting the first internal call. In this case, you must hang up first. You can then answer the second call when it rings.

OUTSIDE CALLS

Outside calls may be placed by accessing an outside line or by using the Least Cost Routing (LCR) feature.

To access an outside line, you may:

- Dial an outside line number, an outside line group number or the LCR access code (usually 9);
- Press an outside line or outside line group button (Avanti 3015ip only);
- Press the LCR button on the Avanti 3015ip (if programmed).

Depending on system programming, the cost of your call may be displayed briefly at the end of the conversation.

TO PLACE AN OUTSIDE CALL

1. Obtain an outside line.

2. Dial the number.
   See also, *ABBREVIATED DIALING*, below.

DELETING DIALED DIGITS

When dialing an outside number, you can delete digits. Pressing the **{DELETE}** softkey will erase the last digit entered.

NOTE

The Delete Dialed Digits feature may be unavailable when dialing over specific types of outside lines.

TO REDIAL THE LAST OUTSIDE NUMBER YOU DIALED

1. Obtain an outside line.
2. Press **[REDIAL]**.

TO SAVE A FREQUENTLY DIALED OUTSIDE NUMBER

After dialing the desired number, but before hanging up:

1. Press **[FEATURE]**
2. Dial the SAVE/REPEAT access code.

TO DIAL THE NUMBER SAVED

1. Access an outside line.
2. Press **[FEATURE]**.
3. Dial the SAVE/REPEAT access code.

HOLD

There are two types of hold:

- **Exclusive hold:** the call can be retrieved only from your extension.

- **Inclusive hold:** the call can also be retrieved by other sets with a button for that appearance.

You cannot transfer a call that is on hold.

When you place a call on hold, you automatically receive dial tone and can make a page call or dial to another extension. If you do not receive dial tone, this means that no DN is available.

To place a call on exclusive hold

- Press **[HOLD]** once.
  On the Avanti 3015ip, if there is a button associated with the call, the button indicator flashes green on your set and red on other sets with a button for that appearance.

To place a call on inclusive hold

- Press **[HOLD]** twice.
  On the Avanti 3015ip, if there is a button associated with the call, the indicator flashes green on all sets that have a button for that appearance.

Depending on the programming of your extension, the first press of hold may activate Inclusive hold, and the second press, Exclusive hold. See your System Administrator for more details.

To pick up a call from hold

- On an Avanti 3015ip with a button for the call, press the flashing button of the call on hold. Otherwise:

1. Press **[PICK UP]**.
2. Press **[HOLD]** .

TRANSFERRING CALLS

You can transfer a call to another extension:

1. Press **[TRANSFER]**.
2. Dial the extension number.
3. Announce the call when the other party answers and then hang-up.

TO RETRIEVE A TRANSFERRED CALL

On the Avanti 3015ip, if you have not yet hung up and the other party has not yet answered the transferred call, you may retrieve the transferred call.

- Press the line button associated with the call.

AUTOMATIC REDIAL (AVANTI 3015IP ONLY)

If you dial an outside number and hear busy tone, you can have the system dial the number several times, at defined intervals.

When you hear busy tone:

- Press an **[ARD]** button.

When the outside party answers:

- Press **[SPKR]** or lift the handset.
  If the dialed number rings, or if the system makes the maximum number of dialing attempts, the Automatic redial is deactivated.
- To temporarily deactivate
  or reactivate Automatic Redial

- Press the **[ARD]** button again.

NOTE

Several Automatic redials may be activated simultaneously by using more than one **ARD** button.

BARGING INTO A CONVERSATION

This feature enables you to break into another conversation. When you dial an extension and hear busy tone:

- Press **{BRG IN}**.
  A warning tone is heard by all parties, depending on system programming.

PAGE CALLS

You can make announcements through an external page unit, or through the speakers of all telephones in a page zone.

1. Press **[FEATURE]**.
2. Dial the PAGE zone access code (**[4][1] - [4][8]**).

After the double tone burst:

3. Make your announcement.

TO SPEAK DIRECTLY WITH A PAGE INITIATOR (MEET ME PAGE)

You can call a page initiator during a page call:

1. Lift the handset.
2. Press **[FEATURE]**.

3. Dial the MEET ME PAGE access code (**[6][6]**).
4. Press **[FEATURE]**.
5. Dial the PAGE zone access code.

WAITING FOR AN AVAILABLE OUTSIDE LINE

TO ENTER A TRUNK QUEUE

When you try to select an outside line and hear busy tone:

1. Press **{TKQUE}**.

   When an outside line becomes available, the system rings your extension. Then:

2. Press **[SPKR]** or lift the handset.
3. Listen for outside dial tone and dial the desired number.

TO CANCEL TRUNK QUEUE

4. Press **{CNCL TKQUE}**.

CONFERENCE CALLS

A total of eight parties, any of which may be on outside lines, can participate in a conference.

TO ESTABLISH A CONFERENCE

1. Make the first call.
2. Press **{CONF}**.

3. Make the next call.

After the call is answered:

4. Press **{JOIN}**.

Repeat steps 2 through 4 to add up to five more parties to the conference, using the **[CONFERENCE]** button instead of the softkey (in step 2).

If there are more conference participants a **{NEXT}** softkey appears. Press it to view the rest of the list of participants. After pressing **{NEXT}** you can return to the previous display by pressing **{PREV}**.

TO REMOVE AN OUTSIDE PARTY FROM THE CONFERENCE (AVANTI 3015IP ONLY)

(if a **[DROP]** button is programmed for your set)

1. Press the softkey of the outside line you want to remove from the conference.
2. Press **[DROP]**.

PICKUP

You can answer a call at another extension, without leaving your desk.

To pick up a call on hold or ringing at another extension

1. Press **[PICK UP]**.
2. Dial the number of the extension at which the call is ringing or on hold.

To pick up a call ringing in your pickup group

- Press a MEMORY button programmed with GROUP PICK UP.
  or
  1. Press **[PICK UP]**.
  2. Press **[*]**.
     See ABBREVIATED DIALING for instructions on how to program MEMORY buttons.

MESSAGES

If after dialing an extension, there is no answer or you hear busy tone, you can send a basic message or a message from a defined list, which appears on the display of the extension you called.

When you send a basic message, the display shows `CALL` followed by your extension name or number (e.g. `CALL STEVE`).

When you send a defined message, display telephones show the text of the message, followed by your extension name or number e.g. `GONE OUT STEVE`.

SENDING MESSAGES

TO SEND A BASIC MESSAGE

After dialing an extension:

1. Press **[MSG]**.

2. Hang up.
   The message is sent.

To select and send a defined message

You can select a message from a defined list (see a list of system messages at the end of this guide).

After dialing an extension:

1. Press **[MSG]**.
2. Enter a message number (two digits; e.g. 08).
   Or you can scroll through the message list with **[LO HI].** If the message includes asterisks (*), you may edit it using the dialpad. Enter the digits on the dialpad; they appear on the screen in place of the asterisks.
3. Press **{SND MG}**.
4. Hang up. The message is sent.

Canceling the message process

You may cancel the message process at any time:

- Press **[FLASH]**.

RECEIVING MESSAGES

When messages have been left at your extension, your **[MSG]** indicator lights and you hear a broken dial tone when you lift the handset or press **[SPKR]**. The display informs you of messages waiting for you.

To read your messages

- Press **[MSG]** (when lit; not when flashing).

To scroll through your messages

- Press **[LO HI]**.

To call the message sender

1. Press **[SPKR]**.
2. Press **[MSG]**.

To delete a message

While the message is displayed:

1. Press **[MSG]** (when lit; not when flashing).
2. Use **[LO HI]** to scroll to the message you wish to delete.
3. Press **[#]**.
4. Hang up.

Deleting all messages

To delete all messages left at your telephone

1. Press **[#]**.
2. Press **[MSG].**
3. Hang up.

DO NOT DISTURB (DND)

If you do not want calls to ring at your telephone, you can activate the DND feature.

If your telephone set is not programmed with DN buttons, the DND indication is slightly different.

If the **[DND]** button flashes red, this indicates that your set is programmed for Call forward. You can deactivate Call forward by pressing the flashing **[DND]** button.

To place your telephone in do not disturb mode

- Press **[DND]**.
  The DND indicator lights steady red and no calls ring at your telephone. Internal callers hear busy tone and see your DND message, if programmed. If your set is programmed for DND call forwarding or for Call forward, calls are forwarded.

To cancel DND mode

- Press **[DND]**.
  The DND indicator goes off and calls ring at your set.

DND MESSAGES

You can select a defined message that appears on the display of telephones which call your extension, while it is in DND mode. You can also ask the System Administrator to program additional messages.

To program a DND message

1. Press **[FEATURE]**.
2. Press **[SPEED DIAL/PROG]**.
3. Press **[DND]** or **{DND MG}**.

4. Enter a message number,
   or,
   Press **[LO HI]** repeatedly to scroll through the available messages (see the DND Messages table at the end of this guide for a complete list of available messages).
   If the message includes asterisks (*), you may edit the message by pressing the desired digits on the dialpad. The numbers you dial appear in the message, in place of the asterisks.
5. Press **{SAVE}**.

TO CANCEL YOUR DND MESSAGE

1. Press **[#]**.
2. Press **[SPEED DIAL/PROGRAM]**.
3. Press **[DND]** or **{DND MG}**.

FORWARDING CALLS

You may program your extension to forward your calls to another number.

TO PROGRAM CALL FORWARDING

1. If your set does not have DN buttons, skip to step 2.
   If you want to program forwarding for a specific DN, first press the desired DN button.
2. Press **[FEATURE]** and dial the code that designates in which situation you want your calls forwarded:

To program	Dial
Call forward always	**[F][L]** or **[3][5]**
Call forward busy	**[F][B]** or **[3][2]**
Call forward no answer	**[F][N]** or **[3][6]**

3. Press **[*]**.

   If you have several DNs assigned to your extension, you can program call forwarding for all your DNs at once (provided you have been authorized to do so by system programming).

4. Dial the code designating the calls you want forwarded:

To program	Dial
All calls	**[A]** or **[2]**
External calls	**[E]** or **[3]**
Internal calls	**[I]** or **[4]**

5. Enter the new destination for Call forwarding.

   On the Avanti 3015ip, instead of dialing the extension number, you may press a MEMORY button programmed with an extension number (for internal calls only).

   You may also press a SPEED DIAL button (or press **[SPEED DIAL/PROGRAM]** and a SPEED DIAL number).

   Calls are forwarded to the number stored in the MEMORY button or SPEED DIAL memory. If you change the contents of the SPEED DIAL memory, calls are forwarded to the new destination.

6. Hang up.

To cancel call forwarding

1. If your set does not have DN buttons, skip to step 2.
   If you want to cancel forwarding for a specific DN, first press the desired DN button.

2. Press **[#]**.
3. Press **[FEATURE]**.
4. Dial the code that designates in which situation you want your call forwarding canceled:

To program	Dial
Call forward always	**[F][L]** or **[3][5]**
Call forward busy	**[F][B]** or **[3][2]**
Call forward no answer	**[F][N]** or **[3][6]**

5. Dial the code designating the type of call forwarding that you want to cancel:

To program	Dial
All calls	**[A]** or **[2]**
External calls	**[E]** or **[3]**
Internal calls	**[I]** or **[4]**

6. Hang up.

Preventing call forwarding to you

If another set has programmed your number as its forwarding destination and you do not wish to be disturbed by those calls, you can cancel your status as a call forwarding destination.

To cancel Call Forward To Me

1. Press **[#]**.
2. Press **{FL 2ME}**.
3. Dial the extension number whose calls you no longer want forwarded to your set.
   or
   Press **[*]** if you wish to cancel all Call Forward to me, from all sets.

ABBREVIATED DIALING

This section describes several ways of abbreviating dialing. Save/Repeat and Redial are described in Outside Calls, above.

SPEED DIAL

Speed dial shortens the procedure of dialing outside numbers by using speed dial buttons and speed dial memories (called "bins").

TO SPEED DIAL AN OUTSIDE NUMBER

- Press **[SPEED DIAL/PROGRAM]** and dial the speed dial code (three digits),
  or
  Press the appropriate SPEED DIAL button.

TO PROGRAM A SPEED DIAL NUMBER OR SPEED DIAL BUTTON

1. Press **[FEATURE]**.
2. Press **[SPEED DIAL/PROGRAM]**.
3. Do one of the following:
   Dial a speed dial code (three digits; e.g. 003),
   or (on the Avanti 3015ip only)
   Press the SPEED DIAL button to be programmed.
4. Dial an outside line access code followed by the number you want to store.
5. Hang up.

NOTE

Pauses may be entered, where needed, in a speed dial sequence by pressing **[REDIAL/PAUSE]**.

MEMORY BUTTONS (AVANTI 3015IP ONLY)

Memory buttons are used for one-press dialing of extensions and feature access codes.

TO DIAL WITH A MEMORY BUTTON

- Press the programmed button.

TO PROGRAM A MEMORY BUTTON

1. Press **[FEATURE]**.
2. Press **[SPEED DIAL/PROGRAM]**.
3. Press the MEMORY button to be programmed.
4. Dial the desired extension number (up to four digits)
   or
   Press **[FEATURE]** and then dial the desired feature code. See the Feature Codes Table at the end of this guide.
5. Hang up.

BROWSING THROUGH HISTORY (CALL LOG)

Your telephone enables you to view details of your external call history. Information about up to 90 calls (30 for each of the categories: Outgoing, Incoming and Missed calls) is stored and can be displayed and dialed back.

To access the Call Log press the **{CALLS}** softkey (usually the first softkey from the left).

An asterisk (*) above a category name indicates there are new calls of that category.

NOTE

Only incoming calls with Caller ID will be displayed under **{INCOM}** or **{MISSED}**.

The display shows **{INCOM}**, **{OUTGO}**, **{MISSED}**. Pressing each of these will display details of a call:

On the top left of the display are shown the ordinal number in the list, caller ID (if available) and number.

The following softkeys appear:

- **{DETAIL}** Swaps between the date and time of call and the number and name of the caller, if available.
- **{CALL}** Dials thenumber of the party displayed.
- **{BACK}** Returns to the Call Log main menu.

To navigate through the calls in the list use the **[LO HI]** button.

Pressing **[#]** will delete the call currently displayed.

PHONE BOOK

You can use the Phone Book feature to dial a number from your private Phone Book list (which you program), or from one of the ten Phone Book lists your System Administrator may have programmed.

The Phone Book entries are stored in speed dial bins in alphabetical order. When you program a Phone Book entry, it is

stored in an available speed dial bin and has a name associated with it. If you change the number stored in that speed dial as described in "To program a speed dial number or speed dial button" on page 3-18, you also change the number for the Phone Book entry.

You can use the Phone Book feature to dial a number only when your telephone set is in idle state. You can make entries into the Phone Book when the telephone is idle or during a conversation, by programming a speed dial bin with the number and name.

GENERAL KEY FUNCTIONS

Use the **[LO HI]** button to scroll through the menu of lists and through the entries in the Phone Book lists. If you only see the name, press the **[LO HI]** button to view the number.

Press **[FEATURE]** to return to the previous display.

Press **{EXIT}** to exit from the Phone Book feature.

Press **[MUTE]** to delete the last character(s) you entered.

Press **[HOLD]** to save your programming and continue programming another entry.

To save your programming and exit from the Phone Book feature:
Press **[PROGRAM]**.

TO DIAL A NUMBER FROM THE PHONE BOOK (FROM IDLE STATE ONLY)

1. Press **[FEATURE]** and the feature access code for the desired Phone Book list (see your System Administrator).
2. Press **[HI]** to view the list

3. Use the **[LO HI]** button to scroll through the list or use the dialpad to enter appropriate characters until the name appears on the display.
4. Press **[PAUSE]**. The Phone Book automatically dials the number.
5. You can then press **{DIAL}** to dial the number, **{UPDATE}** to change the name or number for the entry, or **{REMOVE}** to delete the entry from the Phone Book.

To program your private Phone Book list

For each entry in your private Phone Book list, you enter both a name and a telephone number.

1. Press the programmed button for the private Phone Book list, or press **[FEATURE]** and the feature access code for the private Phone Book list.
2. Press **{ADD}**.
3. Enter the characters in the name (up to 16) by using the dialpad.
   The table at the end of this section shows the dialpad equivalents of each character.
4. Press **{NUMBER}**.
5. Enter up to 16 digits for the telephone number.
6. Press **[HOLD]**.
   The previous display returns so that you can continue programming the next available speed dial bin.
7. After programming all the entries for the list, press **{EXIT}**.

To delete an entry from your private Phone Book

1. Access Phone Book as if you are going to dial a number (steps 1-4 in **"To dial a number from the Phone Book (from idle state only)"**, above) for the entry you want to delete.

2. Press **[TRANSFER]**.
3. Press **{REMOVE}**.

To revise an entry in your private Phone Book

1. Access the entry you want to revise.
2. Press **[TRANSFER]**.
3. Press **{UPDATE}**.
   Enter the correct characters for the name.
   Use **[MUTE]** for backspacing.
4. If you want to change the number:
   Press **{NUMBER}**, or skip to step 6 to leave the number unchanged.
5. Enter the correct number.
6. Press **[PROGRAM]**.

Table 3-1: Phone Book dialing equivalents

Dialpad number	For the following character -- press the dialpad button the following number of times, rapidly				
	one	two	three	four	five
1	1	_	"space"	/	
2	A	B	C	2	
3	D	E	F	3	
4	G	H	I	4	
5	J	K	L	5	
6	M	N	O	6	
7	P	Q	R	S	7
8	T	U	V	8	
9	W	X	Y	Z	9
0	0				

As shown in the above table, you press the dialpad button once for the first letter appearing on it, twice for the second letter appearing on it, and three times for the third letter appearing on it.

With each press of the button, the corresponding character appears on the display.

If you want to enter two characters from the same button on the dialpad, for example D followed by E, wait two seconds between entering characters (until you see the cursor "_" at the next position), or press the **[NEXT]** button to indicate you have finished programming that character.

Enter "Z" by pressing **[9]** four times.

Enter "Q" by pressing **[7]** two times.

Enter an underline by pressing **[1]** twice.

Enter a slash by pressing **[1]** four times.

Warning signal. You hear a three-beep warning tone:

- If you try to access a Phone Book list that you are not authorized to use;
- If you try to save a name without entering a number for it;
- If you try to add a new name to your private list when you have no available speed dial bins; or
- If you try to access a list that has no names defined.

Caller ID. If you receive a call made from a telephone number that appears in your Phone Book, and if your system supports Caller ID, the name programmed for that number in the Phone Book appears on your telephone display, instead of the number.

ALARM

Your telephone can sound an alarm ring at a programmed time.

TO PROGRAM AN ALARM TIME

1. Press **{PROG}**.
2. Press **{TIME}**.
3. Dial the four-digit alarm time (HH:MM) using the 24 hour format (e.g. 1530 for:30 pm).
4. Press **{SAVE}**.

TO CANCEL THE ALARM SETTING

1. Press **[#]**.
2. Press **[FEATURE]**.
3. Dial TIME ALARM access code **[8][2]**.
4. Hang up.

TO STOP THE ALARM RING

- Press **[SPKR]** twice or lift and replace the handset.

TELEPHONE LOCK

You can prevent people from making outside calls from your telephone.

TO LOCK YOUR TELEPHONE

1. Dial the LOCK access code.
   The display shows `ENTER CODE`:

2. Dial your Executive Credit Code (see your System Administrator).
3. Hang up.
   The telephone lock dialing restrictions are in effect.
   The **[LOCK]** button, if defined, lights.

TO UNLOCK YOUR TELEPHONE

- Repeat the above procedure.

DOOR UNIT

Your system may have a door unit equipped with an intercom and electric door latch. When a visitor presses the doorbell, up to four system extensions ring.

WHEN THE DOOR BELL RINGS

If your telephone is ringing:

- Press **[SPKR]** or lift the handset.

If another extension is ringing:

- Dial the PAGE zone access code associated with the door unit,
  or
  Press the flashing **[DOOR]** button, if defined.
  You can now speak with the person at the door.

TO OPEN THE ELECTRIC DOOR LATCH

While connected to the door unit:

- Press **[*]**.
  The door latch opens.

NOTEPAD

You can save a number of up to 16 digits during a call.

1. Press **[FEATURE]**.
2. Press **[SPEED DIAL/PROGRAM]** twice.
3. Dial an available speed dial bin number (three digits) or press an available SPEED DIAL button.
4. Enter up to 16 digits.
5. Press **[SPEED DIAL/PROGRAM]**.
   To dial the number saved, do a regular Speed Dial using the Speed Dial bin number or button you used to save the number (see "ABBREVIATED DIALING" on page 3-18).

CUSTOMIZING THE RING TONE

Your Avanti IP telephone offers a choice of ring tones you can select from. To change the ring tone:

1. Press and hold the **[SPEED DIAL/PROGRAM]** button for about six seconds. The display will change to:

   ```
   Local Configuration
   ```

2. Press the **{<Continue>}** softkey. The display shows:

   ```
   Sounds Menu?

   <YES>     <NO>
   ```

3. Press **{<YES>}** The display shows:

   ```
   Select Ring #   <1-9>
   [5]
   ```

   The second line shows the current selection (5, in this

example).

Browse through the available tones by pressing the numeric keys **[1]** through **[9]**.

4. After finding your preferred tone, press the leftmost softkey (the one underneath the current selection on the second line of the display).

   The display changes to:

   ```
   Exit this menu?
   <YES>     <NO>
   ```

5. Press **{<YES>}**. The display shows:

   ```
   Information Menu?
   <YES>     <NO>
   ```

6. Press **{<NO>}** to exit programming mode. The display changes to

   ```
   Save and exit?
   <YES>     <NO>
   ```

7. Press **{<YES>}** to save. The display shows:

   ```
   Saving setup
   ```

   and after a short while:

   ```
   Using new setup.
   ```

   The new tone you selected is now in effect.

TO CIRCUMVENT EXTENSION RESTRICTIONS

TRAVEL CLASS OF SERVICE)

You can dial an outside number from a toll-restricted telephone by temporarily assigning it your own extension's Class Of Service (COS) or a system-wide (Global) COS accessible only to privileged users.

1. Press **[TC]** (if defined) or dial the TRAVEL COS (Class Of Service) access code.
   The display shows `ENTER NO:`
2. Dial your extension number - to apply your extension's COS,
   or
   Press **[*]** for a Global COS.
   The display shows `ENTER CODE:`
3. Dial your ECC authorization code or a Global COS code.
   The **[TC]** indicator (if defined) lights.
   The Travel COS feature is active for a defined period.
4. Access an outside line and place a call.

OBTAINING SPECIAL SERVICES VIA CENTREX OR PBX LINES

You may be able to access special services provided by a CENTREX or PBX exchange.

WHILE CONNECTED TO A CENTREX OR PBX OUTSIDE LINE

1. Press **[FEATURE]**.
2. Press **[FLASH]**.

ADVANCED FEATURES

This section lists some advanced features which you can activate from your telephone. Details concerning the operation of these features can be found in the *AdvanceIP Systems Operating Instructions* manual and in the *Feature Description Addendum for AdvanceIP Release*.

- Account code (voluntary, reminder, forced);
- Answering a second incoming call;
- Audio Boost capability;
- Background music;
- Camp on;
- Conference loop;
- Confirmed transfer;
- Dial attendant;
- DISA;
- Executive Credit Code (ECC) programming;
- Executive intercom;
- External Call Forward;
- Hot line;
- Intrusion;
- Meet me conference;
- Pick up;
- Last hold;
- Universal Operating Access;

- Virtual station;
- Page transfer;

FEATURE CODES

Features can be activated by pressing the **[FEATURE]** button and then dialing a feature access code.

The default feature codes (see next page) reflect the feature initials, using the letters on the dialpad buttons.

For example:

To access Barge In

- Press **[FEATURE]** followed by the dialpad buttons corresponding to the letters BI (Barge In).
  That is,

FEATURE	**2** ABC	**4** GHI

The feature codes in your system may have been changed. If so, enter the updated feature access codes in the "Access method" column of the Feature codes table.

TABLE 3-2: FEATURE CODES

Feature name	Abbreviation	Access method
ACCOUNT CODE	AT	**[FEATURE][2][8]**
ACD LOGIN (1)	-	**-**
ACD LOGOUT (1)	-	**-**
ALL/GROUP	-	**[*]**
ATTENDANT	-	**[0]**
BACKGROUND MUSIC 1	BM	**[FEATURE][2][6]**
BACKGROUND MUSIC 2-4 (1) (3)	-	**-**
BARGE IN	BI	**[FEATURE][2][4]**
CALL ACCOUNT MONITOR (1)	-	**-**
CALLBACK/QUEUE	CB	**[FEATURE][2][2]**
CALL FORWARD-ALWAYS	FL	**[FEATURE][3][5]**
CALL FORWARD-BUSY	FB	**[FEATURE][3][2]**
CALL FORWARD-NO ANSWER	FN	**[FEATURE][3][6]**
CANCEL	-	**[#]**
CLIR (1) (2)	-	**-**
CONFERENCE LOOP 1-10 (1)	-	**-**
DIRECTORY 1 THROUGH 9 (1)	-	**-**
DIRECTORY 10 (HELP) (1)	-	**-**
DISPLAY LANGUAGE1	-	[FEATURE][5][5]
DISPLAY LANGUAGE2	-	[FEATURE][5][7]
DISPLAY LANGUAGE3	-	[FEATURE][5][8]
DROP (from conference) (1)	-	**-**
END OF DIALING/SEND	-	**[FEATURE][#]**
EXECUTIVE CREDIT CODE	EX	**[FEATURE][3][9]**
FEATURE	-	**[7]**

(1) Access method not assigned by dult.

(2) Only available on ISDN PRI calls.
(3) In the AdvanceIP 400 up to eight; in the AdvanceIP 1000 up to 24.
Not all of the above features are available on every type of telephone set.

TABLE 3-2: FEATURE CODES (CONTINUED)

Feature name	Abbreviation	Access method
FLASH SIGNAL(1)	FS	**[FEATURE][3][7]**
FLIP FLOP	FF	**[FEATURE][3][3]**
GROUP PICKUP (1)	-	**-**
INTRUSION	-	**[6]**
LAST HOLD	LH	**[FEATURE][5][4]**
LEAST COST ROUTING (1)	-	-
LOCK (1)	-	-
MEET ME CONFERENCE 1-5 (1)	-	**-**
MEET ME PAGE	MM	**[FEATURE][6][6]**
MESSAGE	ME	**[FEATURE][6][3]**
NIGHT SERVICE (1)	-	**-**
PAGE - INTERNAL 1 through 8	I1 through I8	**[FEATURE][4][1] through [4][8]**
PAGE - EXTERNAL 1 through 8 (1)	X1 through X8	**-**
PHONE BOOK (private list)	-	**[FEATURE][7][1]**
PHONE BOOK (system lists 1 to 10)	-	**[FEATURE] [7][2][1] to [7][2][1][0]**
PICKUP	PU	**[FEATURE][7][8]**
PROGRAM	PM	**[FEATURE][7][6]**
REDIAL	RL	**[FEATURE][7][5]**
SAVE/REPEAT	SR	**[FEATURE][7][7]**
SPEED DIAL	SD	**[FEATURE][7][3]**
TIME ALARM	TA	**[FEATURE][8][2]**
TONE	-	**[1]**
TONE DIAL (DTMF) (1)	-	**-**
TRAVEL COS (1)	-	**-**

(1) Access method not assigned by dult.

(2) Only available on ISDN PRI calls.
(3) In the AdvanceIP 400 up to eight; in the AdvanceIP 1000 up to 24.
Not all of the above features are available on every type of telephone set.

TABLE 3-2: FEATURE CODES (CONTINUED)

Feature name	Abbreviation	Access method
TRUNK PATCH	TP	**[FEATURE] [8][7]**
TRUNK SPEED DIAL (1)	-	**-**
VOICE MESSAGE (1)	-	-

(1) Access method not assigned by dult.

(2) Only available on ISDN PRI calls.
(3) In the AdvanceIP 400 up to eight; in the AdvanceIP 1000 up to 24.
Not all of the above features are available on every type of telephone set.

TABLE 3-3: DND MESSAGES

Message number	Default message	Updated message
01	BE BACK SOON	
02	BE BACK AT * * : * * (1)	
03	BE BACK ON * * - * * (1)	
04	OUT UNTIL * * : * * (1)	
05	OUT FOR THE DAY	
06	OUT OF OFFICE	
07	OUT OF TOWN	
08	OUT ON A CALL	
09	OUT FOR LUNCH	
10	ON VACATION	
11	ON A TRIP	
12	ON BREAK	
13	AWAY FROM DESK	
14	GONE HOME	
15	BUSY UNTIL * * : * * (1)	
16	CALL * * * * * (1)	
17	CALL ME AT * * * * * (1)	
18	CALL LATER	
19	CALL TOMORROW	
20	DO NOT DISTURB	
21	IN A MEETING	
22	IN CONFERENCE	
23	WITH A CLIENT	
24	WITH A GUEST	
25	WITH A PATIENT	
26	UNAVAILABLE	
27	LEAVE MSG AT * * * (1)	
28	TAKE MSG AT * * * * (1)	

TABLE 3-3: DND MESSAGES (CONTINUED)

Message number	Default message	Updated message
29		
30		

TABLE 3-4: SYSTEM MESSAGES

Message number	Default message	Updated message
01	CALL_ (Basic message)	
02	CALL * * * * * (1)	
03	CALL HOME	
04	CALL ME	
05	GONE OUT	
06	READ MAIL	
07	VOICE MAIL	
08	CALL BOSS	
09	TAKE MSGS	
10	GONE HOME	
11	JOB DONE	
12	IN TROUBLE	
13	CLIENT	
14	BRING WORK	
15	ANY NEWS?	
16	REPORT DUE	
17	COME HERE	
18	MEET. NOW	
19	MEMO READY	
20	TYPE LETTR	
21	WELL DONE	
22 (2)		
23		
24		
25		
25		
27		
28		
29		
30		

(1) When editing messages, enter digits in place of the asterisks.

(2) Messages 22 to0 are to be defined by the customer.

TABLE 3-5: YOUR SPEED DIAL CODES

Name	Number	Code

4. CONNECTING YOUR AVANTI IP TELEPHONE

AVANTI IP SET CONNECTIONS

Your Avanti IP set must be connected to the computer network and to a power source. Usualy the telephone will be connected for you by a Telrad Connegy technical support representative. Still, it is recommended that you familiarize yourself with the connections of your Avanti IP set, should the need arise to reconnect it.

NOTE

For questions concerning technical aspects of your Avanti 3000ip or Avanti 3015ip set, refer to your systyem administrator or to a certified technical representative of Telrad Connegy's.

REAR SIDE CONNECTORS

Your Avanti IP telephone has three connectors on its rear side, as shown in Figure 4-1, below:

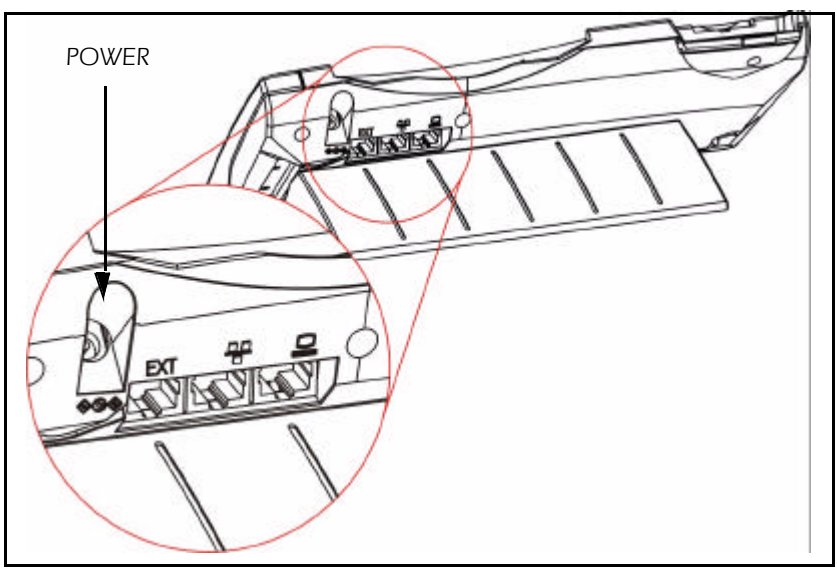

Figure 4-1 Avanti IP telephone rear side connectors

From left to right, the connectors are as follows:

TABLE 4-1: AVANTI IP SET REAR SIDE CONNECTORS

Socket	Function
Power (marked +48V DC)	Power input jack
EXT	Not used.
	Data connection to the network
	Connection of a PC (optional)

POWER CONNECTION

The Avanti IP set may be powered either directly through the data network (if Power Over Ethernet is enabled) using the data connector, or by connection to the mains using the 48V DC power converter provided by Telrad Connegy.

NOTE

When connected through the mains, use only a 48V DC converter provided by Telrad Connegy.

To connect Power Over Ethernet connect the data cable as explained below. The same cable provides power and network connections.

If power connection is done from the mains, plug the 48V DC converter cable into the socket marked +48V DC on the back of the telephone, then connect the converter to the mains.

DATA CONNECTION

Insert the plug of the data cable into the socket marked .

Insert the other end of the data cable into the data network socket.

TELEPHONE INITIALIZATION

Once power and data are connected, the Avanti IP telephone will begin the initialization process. The programmable buttons will flicker green, while the telephone connects to the system and performs the testing and loading operations prescribed in its configuration.

Once finished, the display shows briefly:

```
Starting Data Link
Connecting to System
```

The Avanti 3015ip is now up and running.

SYSTEM MESSAGES

Your telephone may display on occasion various messages telling you about its status and of problems that are liable to occur. Following are some of these messages and their meaning:

TABLE 4-2: SYSTEM MESSAGES

Message	Meaning
Starting Station	The telephone was just powered up
Starting Data Link	The telephone is connecting to the system

TABLE 4-2: SYSTEM MESSAGES

Message	Meaning
Connecting to System	The telephone is starting to connect to the Unite IP system's main control. It already connected to the IP interface unit (the TVSe Server)
Restarting Station	The system administrator requested a reset of the telephone
ERR: start Data link	The telephone could not connect to the TVSe Server card
ERR: Link is Down!	The telephone lost the link with the TVSe or could not establish the link
Redirecting...	The telephone is configured to work with another TVSe card and it is trying to establish connection to it
Owner is Down	The TVSe card which the station is configured to work with is down
The following messages are liable to be displayed if there is a discrepancy between the definitions stored in the telephone and the data in the system's configuration file:	
ERR: Duplicate IP!	The IP address stored in the telephone already exists in the system
• Phone Not Defined • No Physical Address	The telephone has not been defined in the system

TABLE 4-2: SYSTEM MESSAGES

Message	Meaning
Err:Already Admitted	The telephone is attempting to log into the system with the DN of an extension that is currently connected
Wrong Password or DN	The password or the DN entered are incorrect